



## How do you deal with stress in the workplace?

Over the years, *The Customer Communicator* has asked its readers how they deal with stress and promote wellness in the workplace. Here are some of their suggestions.

Stress is a constant in the customer service center — where handling call after call, working under tight service metrics, and dealing with difficult customers is pretty much the norm. Combating stress and focusing on health and wellness is an ongoing mission for customer service reps. In fact, over the years, *The Customer Communicator* has regularly asked its readers how they deal with stress in the workplace. Here are some of their responses. See what you can add to the list.

- Strike up a friendship with fellow employees whom you enjoy being with and who can offer support when things get a little too hectic.
- Learn relaxation or meditation skills — things like deep breathing or focusing on a peaceful image are both very helpful.
- Start doing some vigorous physical exercise that is convenient and enjoyable — and get a friend to join you.
- Don't let any one thing — like work, school, or home — dominate your whole life. Good work/life balance will make each aspect of your life more fulfilling.

- View new responsibilities that you are asked to take on as opportunities rather than challenges.
- Stick to a reasonable and healthy diet and get plenty of sleep at night.
- Respect the rights of others, but if you feel people are interfering too much with your work, let them know.
- Find a time and place each day where you can take a break from the stress and provide yourself with a few moments of quiet self-reflection or meditation.
- Instead of avoiding problems, act to resolve them.
- Open yourself up to new experiences — try new food, go someplace you haven't visited before. At work, volunteer for new projects and responsibilities.
- Finally, try to surround yourself with positive people, positive energy, and keep a positive attitude.

